



## *Patient Education Resources*

A Staff Guide to  
Patient Education Resources



## Individual/Staff Resources

TITLE	NAME	PHONE
<b>NETWORK 2 Patient Education Director</b>	Dr. Diane E. Wonch, CHES, C.Hy.	(716) 862-6089
<b>Facility Patient Education Board Chairperson(s)</b>		
Albany	Nanette Theiss, RN, BSN, Care Coordinator	(518) 626-6542
Albany	Sara Briggs, RN, BSN, Care Coordinator	(518) 626-6541
Bath	Mary Amphlett, RN, MS, Instructor	(607) 664-4837
Bath	Patricia Levey, RN, Utilization Review	(607) 664-4838
Canandaigua	Ray Olson, BS, Facility Ed Manager	(585) 393-7551
Syracuse	Mary Edmonds-Jutton, RN, CDE, Instructor	(315) 474-7461 ext. 2438
Syracuse	Laura Vreeland, RD, CDE, Dietitian	(315) 474-7461 ext. 2419
VAWNYHS	Barbara Bartholomew, RN, MS, Instructor	(716) 862-6088

## Sources For Network Approved Patient Education Resources

1. The **Instant HealthLine On-Demand System**. This television/telephone dial-in system allows staff and patients at each facility to view patient education and staff development videos.
2. The **HealthPoint (HealthTouch) kiosks**. There are one or more HealthPoint kiosks located in each medical center and one at the Rochester Outpatient Clinic. These walk-up kiosks provide written PHE information and selected health/illness videos. There are over 3,000 information and instruction sheets from referred health care organizations located at the touch of a screen.
3. **Network 2 Patient Health Education Website**. Staff and patients can access this site. It contains materials, information and links that have been approved for patient education use by all Network staff. Print-ready Network teaching pamphlets and booklets are listed. MedLine Plus is also available through this website.  
[vaww2.med.va.gov/vet/ed](http://vaww2.med.va.gov/vet/ed)

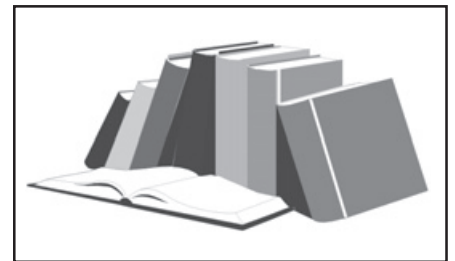


---

4. **MedLine Plus Health Information.** This patient education website has more than 1,500 PHE teaching sheets and over 250 interactive patient education programs approved for use for our VA patients. Information and teaching sheets/materials on this website can be accessed through the Provider Homeport in the Tools section of the CPRS/GUI toolbar OR by accessing the Network 2 Patient Education website.  
[www.nlm.nih.gov/medlineplus/healthtopics.html](http://www.nlm.nih.gov/medlineplus/healthtopics.html)

5. Each site in the Network has at least one copy of the following manuals/books:

- Pritchett and Hull's The Teaching Book Resource Material Handbook (four volume set)
- Aspen's Diabetes Patient Education Manual
- Aspen's Primary Care Patient Education Manual
- Aspen's Pain Management Patient Education Manual
- Aspen's Women's Health Patient Education Resource Manual
- Rose, Minnie B. 2001. Effective Patient Education: Major Teaching Points to Improve Compliance. Pennsylvania: Springhouse Corporation.
- Bruchak, Karen et al. 1998. Patient Teaching Made Incredibly Easy. Pennsylvania: Springhouse.
- Doak, C., Doak, L. and Root, J. 1999. Teaching Patients with Low Literacy Skills. Philadelphia: J. B. Lippincott Company.
- Springhouse (eds). 1998. Patient Education. Pennsylvania: Springhouse Corporation.
- Pestonjee, S.F. 2000. The Nurses Handbook of Patient Education. Pennsylvania: Springhouse Corporation.



4. Other Patient Education manuals available for reference through the Network 2 Patient Education Office:

- Aspen's Palliative Care Patient and Family Counseling Manual
- Aspen's Chronic Disease Patient Education Manual
- Aspen's Cardiovascular Patient Education Resource Manual
- Aspen's Home Health Care Patient Education Manual
- Aspen's Oncology Patient Education Manual
- Aspen's Geriatric Patient Education Resource Manual



5. Videos purchased by Network PEC for On-Demand at all sites:

- Envision's PHE JCAHO Standard Partner Video Package. This is a package of videos (six for staff and six for patients) that explain issues related to the PHE JCAHO standards. They are:

Staff Development Video	Patient Education Video
Privacy and Confidentiality: New HIPAA Regulations	Patient Rights and Responsibilities
Patient Safety: Preventing and Reducing Medical Errors	Medication Use
APIC Bloodborne Pathogens and Safer Medical Devices	APIC Infection Control
Pain Management: The Fifth Vital Sign	Pain Management
Restraint Reduction and Fall Prevention Fall Assessment	Fall Prevention
Spiritual Assessment: Meeting the Spiritual Needs of Your Patients	Advanced Directives

- Video: Managing Stress Through Humor and Choice by Loretta LaRoche
- Video: Pacific Lights relaxation video
- Video: Controlling Stress

6. Staff Development Materials for use in educating staff in the area of patient education, patient teaching, adult learning and JCAHO 2003 PHE standard preparation. They are:

- Channing Bete's Providing Patient Education to Meet JCAHO Standards Pamphlet
- Channing Bete's Improving Patient and family Education: A Health Care Staff Handbook
- Krames Maximizing Your Time with Patients pamphlet
- Gilloth, B. 1993. Managing Hospital Based Patient Education. American Hospital Association, Inc.
- Redman, B. 1998. Measurement Tools in Patient Education.
- London, F. 1999. No Time to Teach: A Nurse's Guide to Patient and Family Education.
- Osborn, H. 2001. Overcoming Communication Barriers in Patient Education.
- Video: Patient Education Takes Center Stage
- Video: Learning for Life: Teaching Staff How to Educate
- Video: Developing Self-Learning Packages

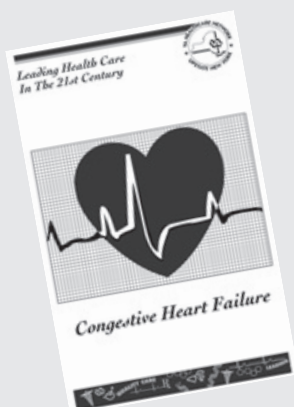
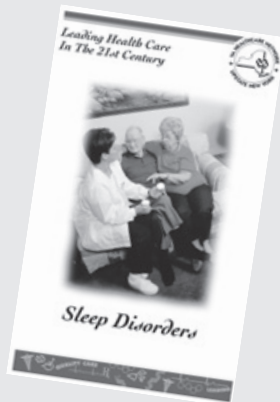
7. Commercial PHE booklets, pamphlets and handbooks approved and purchased by the Network 2 Patient Education Council and currently in use within the Network:



TITLE	COMPANY
1. Living Your Life with Diabetes: A Self-Care Handbook	Channing Bete Company
2. Exchange Lists for Meal Planning	American Dietetic Association
3. Carbohydrate Counting: Getting Started Level 1	American Dietetic Association
4. Carbohydrate Counting: Moving On Level 2	American Dietetic Association
5. Managing Your Chronic Pain	Krames/Stay Well Company
6. Parkinson's Disease	Channing Bete Company
7. Advance Medical Directives	Channing Bete Company
8. Depression-There is Hope and Help	Channing Bete Company
9. Living with Heart Failure	Channing Bete Company
10. Prostate Problems	Channing Bete Company
11. Prostate Cancer: What everyone should know	Channing Bete Company
12. Emergency Preparedness for Home Care Patients	Channing Bete Company
13. Learning about Infection Control at Home	Channing Bete Company
14. Oxygen Therapy at Home	Channing Bete Company
15. Grief: Living with Loss	Channing Bete Company
16. Preventing Slips and Falls at Home	Channing Bete Company
17. Controlling High Blood Pressure	Channing Bete Company
18. Cardiac Catheterization	Krames/ Stay Well Company
19. About Stroke	Channing Bete Company
20. Managing Your Medications	Channing Bete Company
21. Lab Tests	Channing Bete Company
22. Stress Management: Tips for Daily Living	Channing Bete Company
23. Anger and How to Handle It	Channing Bete Company
24. About Dementia	Channing Bete Company
25. Anxiety: Help is Available	Channing Bete Company
26. Bipolar Disorder: A Treatable Mental Illness	Channing Bete Company
27. Post Traumatic Stress Disorder	Channing Bete Company
28. Schizophrenia: Help is Available	Channing Bete Company
29. Wellness: Taking Charge of Your Health	Channing Bete Company
30. Multiple Sclerosis	Channing Bete Company
31. Living with Arthritis	Channing Bete Company
32. About Caregiving	Channing Bete Company
33. Managing COPD	Channing Bete Company
34. Stroke: Reducing Risks and Recognizing Symptoms	National Stroke Association
35. African-Americans and Stroke	National Stroke Association
36. Atrial Fibrillation and Stroke	National Stroke Association
37. High Blood Pressure and Stroke	National Stroke Association
38. The Brain At Risk: Understanding and Preventing Stroke	National Stroke Association







8. Network produced PHE pamphlets and materials. These materials are updated often, and new ones are added on an ongoing basis. These materials are found on the Network 2 website on the PHE web page or from Network Communications:

- Be Your Providers Partner
- Bronchoscopy
- Congestive Heart Failure
- Dementia
- Diabetes Handbook (in development)
- Falls Prevention
- Hearing Aids
- Heartburn and Reflux
- Herbal Therapy
- Magnetic Resonance Imaging
- Pain Management and You
- Personal Health Guide
- Post-Cardiac Catheterization
- Post-Colonoscopy
- Primary Care: What to Expect
- Respiratory Therapy
- Sleep Disorders
- Speech Pathology
- Tinnitus
- Tube Feeding
- Veterans Wellness Magazine



9. The following are the approved Network Patient Health Education Programs and brochures that have a strong PHE component. These materials are updated often, and new ones are added on an ongoing basis. Information and/or program brochures about these programs can be found on the Network 2 PHE web page or from Network Communications:

- Chemical Dependency Treatment
- Chiropractic
- Geriatric
- Health Care for the Homeless Veteran
- Pharmacy Frequently Asked Questions
- Planetree Program
- Post-Traumatic Stress Disorder Clinics
- Rehabilitation Unit at Syracuse
- Sleep Study
- Smoking Cessation: Quit Smart
- Spinal Cord Clinic
- Spinal Cord Primary Care
- Stereotactic Radiosurgery
- Stroke Awareness Program
- Transitional Residence
- Vocational Rehabilitation



**VA Healthcare On The Web**

[www.va.gov/visns/visn02](http://www.va.gov/visns/visn02)

**Upstate New York Veterans ~**

Wherever you are, When you need help ...

**VA TELCARE**

**1-888-838-7890**

Produced by Network Communications  
Designed and printed by the Network Print Shop, Bath VA Medical Center  
Photos by EyeWire Images

10/02



## Reaching Us Is Easy

### VA Medical Centers:

#### Albany

113 Holland Avenue  
Albany, NY 12208  
(518) 626-5000

#### Batavia

222 Richmond Avenue  
Batavia, NY 14020  
(585) 343-7500

#### Bath

76 Veterans Avenue  
Bath, NY 14810  
(607) 664-4000

#### Buffalo

3495 Bailey Avenue  
Buffalo, NY 14215  
(716) 834-9200

#### Canandaigua

400 Fort Hill Avenue  
Canandaigua, NY 14424  
(585) 394-2000

#### Syracuse

800 Irving Avenue  
Syracuse, NY 13210  
(315) 476-7461

### Community-Based Outpatient Clinics:

#### Auburn

Auburn Memorial Hospital  
17 Lansing St.  
Auburn, NY 13021  
(315) 255-7011

#### Bennington

325 North Street  
Bennington, VT 05201  
(802) 447-6913

#### Binghamton

425 Robinson Street  
Binghamton, NY 13001  
(607) 772-9100

#### Clifton Park

1673 Route 9  
Clifton Park, NY 12065  
(518) 383-8506

#### Columbia Greene

Greene Medical Bldg.  
159 Jefferson Heights  
Catskill, NY 12414  
(518) 943-7515

#### Cortland

1104 Commons Avenue  
Cortland, NY 13045  
(607) 662-1517

#### Dunkirk

The Resource Center  
325 Central Avenue  
Dunkirk, NY 14048  
(716) 366-2122

#### Elizabethtown

P.O. Box 277, Park St.  
Elizabethtown, NY 12932  
(518) 873-3295

#### Elmira

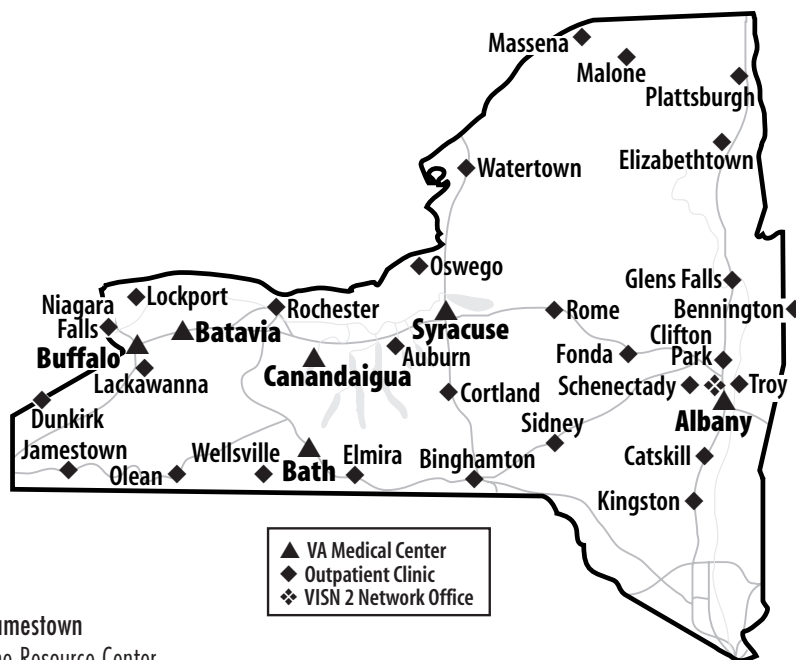
Health Services Bldg.  
200 Madison Ave.  
Suite 2E  
Elmira, NY 14901  
(877) 845-3247

#### Fulton-Montgomery

Camp Mohawk Plaza  
Rt. 30A  
Fonda, NY 12068  
(518) 853-1247

#### Glens Falls

84 Broad Street  
Glens Falls, NY 12801  
(518) 798-6066



#### Jamestown

The Resource Center  
896 East Second Street  
Jamestown, NY 14701  
(716) 661-1447

#### Kingston

63 Hurley Avenue  
Kingston, NY 12401  
(845) 331-8322

#### Lackawanna

Our Lady of Victory  
Family Care Center  
227 Ridge Road  
Lackawanna, NY 14218  
(716) 822-5944

#### Lockport

Ambulatory Care Center  
5875 S. Transit Road  
Lockport, NY 14094  
(716) 433-2025

#### Malone

115 Park Avenue  
Malone, NY 12953  
(518) 481-2545

#### Massena

1 Hospital Drive  
Massena, NY 13662  
(315) 764-1711

#### Niagara Falls

Niagara Family Medicine  
Assoc., PC  
620 10th Street, Suite 709  
Niagara Falls, NY 14301  
(716) 285-6663

#### Olean

Olean General Hospital  
623 Main St.  
Olean, NY 14760  
(716) 375-7555

#### Oswego

Seneca Hills Health  
Services Center  
County Route 45A  
Oswego, NY 13126  
(315) 343-0925

#### Plattsburgh

Medical Office Bldg.  
206 Cornelia St., Suite 307  
Plattsburgh, NY 12901  
(518) 566-8563

#### Rochester

465 Westfall Road  
Rochester, NY 14620  
(585) 242-0160

#### Rome

125 Brookley Road,  
Bldg. 510  
Rome, NY 13441  
(315) 336-3389

#### Schenectady

1475 Balltown Road  
Niskayuna, NY 12309  
(518) 346-3334

#### Sidney

39 Pearl Street West  
Sidney, NY 13838  
(607) 561-2003

#### Troy

500 Federal Street  
Troy, NY 12180  
(518) 274-7707

#### Watertown

218 Stone Street  
Watertown, NY 13601  
(315) 788-5050

#### Wellsville

Jones Memorial Hospital  
Health Care Center  
15 Loder Street  
Wellsville, NY 14895  
(585) 596-4111